NETWORK MANAGER REPORT

JUNE 2004

SUBMITTED BY Winn McInnis, General Manager

OVERVIEW

Operations

The Alabama Interactive staff worked diligently through the month of June in preparation for the third-quarter licensing season. The team is focused on meeting the goal of ten new services by the end of the summer as well as new marketing initiatives and new partnership opportunities.

Highlights during the month were:

- The Department of Revenue has provided its final changes for the personalized license plate reservation service. Jefferson and Pike Counties have agreed to pilot the county version of the service for the next several weeks.

- The Department of Conservation and Natural Resources continues to broaden its eGovernment goals. This summer, all Department offices selling hunting and fishing licenses begin using the Point-of-Sale system. Furthermore, two of the Departments larger retailers, Kmart and Academy Sports, plan to move to Point-of-Sale this coming license year.

- The Department of Conservation and Natural Resources also intends to release two additional services this summer, the Bartram Canoe Trail Campsite reservation system and a hunting-promotional program.

- License renewal services for the Board of Architects and the Board of Pharmacy are on-track for release in October.

- The Department of Revenue's Income Tax Division contacted us about providing an online application for personal extension.

- The Alabama Board of Nursing has released the online licensure by endorsement service, making most of the Board's licensing functions electronic.

- The Board of Engineers and Land Surveyors is taking steps to move services online. They plan to begin with online mailing labels this fall and move toward license renewal in the summer of 2005.

- Alabama InTouch is live on the online services section of alabama.gov. Currently, the only pages being tracked are "Online Services," "Visiting Alabama" and "All About Alabama." The Board of Nursing and the Real Estate Commission are piloting the agency-administrative functions.

- The Point-of-Sale system, ABN's Group Online Verification System, Alabama InTouch and the Alabama.gov portal were nominated for Best of the Web, an award recognizing excellence in eGovernment. The award is sponsored by several private organizations but is a service of the Center for Digital Government.

- We have begun responding to the Center for Digital Government's Digital State Survey. Two narrative responses are required and are being collected from a group of agencies. The Digital State Survey is a complete ranking of state progress in the realm of technology.

Marketing

By completing the Digital State Survey and nominating Alabama for Best of the Web, we expect some further recognition by the government technology community. Our expectations are that the state will be acknowledged for the many recent technology accomplishments.

alabama.gov will be a sponsor of closed-captioning for Outdoor Alabama television. We are sponsoring six of the thirteen episodes. The episodes will air as repeats for the entire year on the Outdoor Life Network.

Alabama Interactive staff will be attending two professional conferences in July, in promotion of alabama.gov. The Alabama Home Builders Association has provided an exhibit booth and several presentations where we will feature alabama.gov and the Home Builders Licensure Board online services. The Alabama State Bar is having an "eBar" section at their annual meeting. alabama.gov and the State Bar's license renewal service will be featured.

The alabama.gov users' guide is currently in a beautification phase. We expect it to print this July.

We have developed an "Alabama InTouch" information pamphlet for state agency personnel. This brochure will be used to provide a high-level education of the service and also as an introductory piece, encouraging agencies to pursue other online services.

Development

ABN has requested a License Verification application which will allow licensed Alabama nurses to request a verification letter to be sent to potential employers. This application is currently in user testing.

Alabama Department of Environmental Management's Phase II Storm-water permitting application is awaiting final changes from the partner. This service gives companies and government agencies the ability to notify ADEM if their construction plans might contaminate a water source. This application is currently in partner testing.

The Department of Revenue has requested an application to allow Alabama residents the ability to reserve a personalized tag online. The application will also allow for county and ADOR offices to reserve personalized tags for individuals. This application is currently undergoing user testing.

The Real Estate Commission has requested an application to allow schools and instructors the ability to electronically file their roster information to AREC. This will hopefully improve efficiencies for the Schools, Instructors, and AREC. This application is currently in final testing.

ABN has requested some changes to their license renewal application. These changes will make it easier for ABN to track continuing-education hours. This application is currently in development.

The Department of Conservation and Natural Resources has requested an application that would give citizens the ability to reserve Bartram Canoe Trail camp sites, online. This application is currently in user testing.

The Department of Revenue has asked for an application that would give localities the ability to view their tax reports online. The department would also like to embed charts into some of these reports. This application is currently in the business/technical design phase awaiting final requirements from the Department.

The Board of Architects has asked if we could develop an application that would allow licensed architects to renew their licenses online. This application would follow the guidelines and procedures created by the board. This application is currently under development.

The Alabama Department of Environmental Management has requested a Smoke School registration service. Due to space constraints the application would also give notice to potential registrants if they would not be able to register online due to space limitations. This application is currently in the development phase.

PROJECT REPORT

COMPLETED!

Completed in 2002

Alabama Board of Nursing	· Renewal of Registered Nursing License · Reactivation of a Nursing License · Reinstatement of a Nursing License
Alabama Department of Public Safety	· Electronic Access to Motor Vehicle Records
Alabama Real Estate Commission	· Renewal of Real Estate Licenses · Broker/Agent Certification
Alabama Secretary of State	· Merchant Services

Completed in 2003

Alabama State Banking Dept.	· Renewal of Small-Loan and Mini-Code License · Renewal of Pawn Broker License · Renewal of Mortgage License
Alabama State Bar	· Membership Renewal
Alabama Board of Chiropractic Examiners	· Renewal of License · Licensee Verification
Alabama Department of Conservation and Natural Resources	· Online Hunting and Fishing Licenses · Hunting and Fishing Licenses/Point-of-Sale · Probate Court Point of Sale Hunting and Fishing Licenses · Oak Mountain Bow Hunt Registration · Outdoor Alabama Subscription

Alabama Department of Finance, Office of the CIO	· Alabama State Portal
Alabama Department of Insurance	· Merchant Services · Merchant Services for Provider Renewals
Alabama Board of Nursing	· License verification and disciplinary status-Subscriber · Name and Address Change · LPN Renewal
Alabama Real Estate Commission	· Instructor License Renewal
Alabama Department of Revenue	· Sales, Use and Lodging Tax Filings · Refund Status for Individual Income Tax
Alabama Secretary of State	· UCC (Uniform Commercial Code) Filings

Completed in 2004

Agency	Application	Description	Status
Alabama Department of Conservation and Natural Resources	Becoming an Outdoors Woman Registration	This service will allow women to register for the outdoor education conference.	This application is complete and in production.
Alabama Department of Environmental Management	Waste Water Operator License Renewal	This application allows holders of the waste water and drinking water operator's license to renew online.	This application is complete and in production.
CIO's Office, Alabama Department of Finance	Alabama InTouch (Constituent Notification)	This application will allow users to sign up to receive notification of Web site changes, press releases and other announcements.	This application is complete and in production-pilot.
Alabama Home Builders Licensure Board	Initial Application Download and payment	This application allows home builder initial licensees to download application information online and pay the application fee.	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by exam.	This application will allow nursing school graduates to apply for a license online.	This application is complete and in production.

Alabama Public Service Commission	Supplemental Motor Carrier Authorization	This application allows persons who are paid to carry cargo intrastate to apply online for authorization.	This application is complete and in production.
Alabama Board of Nursing	Licensee database search and download	This application allows hospitals, insurance companies, etc. to download the nursing roster	This application is complete and in production.
Alabama Board of Nursing	Original Licensure by endorsement.	This application will allow nurses transferring from another state to apply for an Alabama license online.	This application is awaiting final approval.
Alabama State Motor Pool	Fleet vehicle reservation	This service will allow state employees to reserve fleet vehicles for state business	Application is complete; Agency has not launched.
Alabama Real Estate Commission	Mailing Labels	This application allows users to download mailing labels of licensed real estate agents and companies.	This application is complete and in production.

IN TESTING…..

Agency	Application	Description	Status	Target Date
Alabama Department of Conservation and Natural Resources	Bartram Canoe Trail Reservations	This application will allow the reservation and payment for camping on canoe trail platforms.	This application is in development	August 2004
Alabama Department of Environmental Management	Phase II Storm-water permitting	This application allows for the submission of a construction watershed permit.	This application is on hold pending some agency discussion/decision.	October 2004
Alabama Board of Nursing	License verification for individuals	This service allows nurses to request official verification of licensure.	This application is awaiting final approval.	July 2004
Alabama Department of Revenue, Motor Vehicles	Personalized License Plate Reservation	This application allows users to temporarily reserve a personalized license plate.	This service is pending agency approval.	July 2004

Alabama Real Estate Commission	Continuing Education Providers Services	This application will allow continuing education providers to report student attendance, etc.	This application is awaiting final approval.	July 2004

IN DEVELOPMENT . . .

Agency	Application	Description	Status	Target Date
Alabama Board of Architects	License Renewal	Online application to allow architects to renew their license online	This application is in development	August 2004
Alabama Board of Cosmetology	License Renewals	This application will allow persons licensed by the Board of Cosmetology to renew their license online.	This application pending a database redesign	July 2005
Alabama Home Builders Licensure Board	License Renewal	This application allows users to renew their home builders license	This application is in development.	August 2004
Alabama Department of Environmental Management	"Smoke School" Registration	This application will allow individuals to sign up for visible emissions training online	This application is in development.	August 2004
Alabama Board of Pardons and Parole	Payment of Parole and Restitution Cost	This application will allow parolees to pay restitution fees online.	In development. Pending data from the agency.	October 2004
Alabama Board of Pharmacy	License Renewal	This application will allow ALBOP licensees to renew their licenses and pay the renewal fee.	This service is in pre-project planning.	September 2004
Alabama Real Estate Commission	Contact Information Change	This application allows for the changing or updating of addresses and personal information.	This application is in the pre-project planning phase.	October 2004

Alabama Real Estate Commission	Original Licensure	This application will allow potential licensees to apply for a license online.	This application is in the pre-project planning phase.	January 2005
Alabama Department of Revenue, Sales Tax Division	Local Government Report Distribution	This application will allow local governments to download their revenue reports via the Web.	This application is in pre-project planning.	September 2004

IN PLANNING AND CONSIDERATION

The following are agencies with which we have begun initial discussions or with which we would like the Committee's assistance with introductions, etc.

- Alabama Department of Public Health - Children's Health Insurance Plan, payments
- Alabama Department of Public Health - Home Health Care, payments
- Alabama Department of Public Health - Restaurant license renewal
- Alabama Department of Public Health - Vital records
- Alabama Department of Public Health - Enterprise merchant services
- Alabama Department of Corrections - Prison Industries- Shopping Cart
- Alabama Alcoholic Beverage Commission - Online license renewal
- Alabama Department of Revenue - Motor Vehicles Division, title-lien registries
- Alabama Department of Conservation and Natural Resources - Online boat registration
- Alabama State Legislature, Public Information Offices - Lobbyist-In-A-Box
- Combined Agencies, DPS and ACJIC- Criminal Histories Reports

SERVICE REQUESTS

No new service requests for June.

MONTH IN REVIEW

June Report (Alabama Interactive)

Total June AI Network Transactions: 177,442

Average Successful Request per Day: 5,915

Total June alabama.gov "Visitors":   105,853

Total June alabama.gov "Page Views":   264,662

OPERATIONS & ADMINISTRATION

We continue to receive applicants for the new developer position. We expect to hire someone during the third quarter.

The transition to the new data center is underway. Many of our files have been copied to the new systems. We plan on testing throughout July and hope to implement the conversion before the end of the summer.

OTHER BUSINESS/IN CLOSING

June was another exciting and productive month. We are hopeful that our current efforts will garner the deserved recognition by the Center for Digital Government. We look forward to the continued growth of the Alabama portal growth through the diligence of our development team's efforts and the marketing efforts planned through the fall.

As always, your advice and support are appreciated.

Please feel free to call on me with any questions or comments.

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Respectfully Submitted,
Winn McInnis